

Delta Air Lines 30(b)(6) K. Nabors

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<p>1 UNITED STATES DISTRICT COURT 2 NORTHERN DISTRICT OF GEORGIA 3 ATLANTA DIVISION</p> <p>4 QUANIAH STEVENSON,) 5 Plaintiff,) 6 vs.) CIVIL ACTION: 7) 1:16-CV-2571-AT-LTW 8 DELTA AIR LINES, INC.) 9 Defendant.) 10 11 30(b)(6) DEPOSITION OF DELTA AIR LINES, INC. 12 (KELLY NABORS)</p> <p>13 14 30(b)(6) Deposition of Kelly Nabors, 15 taken by the Plaintiff, before Kesha F. 16 Richardson, Certified Court Reporter, held at 17 Munger & Stone, LLP, 999 Peachtree Street, NE., 18 Suite 2850, Atlanta, Georgia 30309, commencing at 19 approximately 10:30 a.m. on February 26, 2019. 20 ***** 21 22 23 24 25</p>	<p>1 TABLE OF CONTENTS 2 3 Appearances3 4 Proceedings5 5 Disclosure182 6 Court Reporter's Certificate183 7 EXAMINATION INDEX 8 9 Examination by Ms. Thorpe5 10 Cross-Examination by Mr. Stone179 11 Redirect-Examination by Ms. Thorpe180 12 PLAINTIFFS EXHIBIT INDEX 13 Plaintiff's Exhibit 112 14 CONFIDENTIAL PURSUANT TO PROTECTIVE ORDER - 15 Stevenson/Delta _002542 16 Plaintiff's Exhibit 220 17 Delta Internal Memorandum - July 20, 2015 18 Plaintiff's Exhibit 327 19 Plaintiff's Exhibit 438 20 Social media posts 21 Plaintiff's Exhibit 550 22 Passenger Flight Leg Report - 01 Aug 2007 - 08 Nov 23 2017 24 Plaintiff's Exhibit 6100 25 Plaintiff's Exhibit 7121 Recap of appeal conversation 26 Plaintiff's Exhibit 8130 27 Jovan Dais' California driver's license</p>
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<p>1 APPEARANCES 2 3 ON BEHALF OF THE PLAINTIFF: 4 Charlena L. Thorpe, Esq. INCORPORATING INNOVATION, LLC 5 6340 Sugarloaf Parkway, Suite 200 Duluth, Georgia 30097 6 7 ON BEHALF OF THE DEFENDANT: 8 Benjamin A. Stone, Esq. MUNGER & STONE, LLP 9 999 Peachtree Street, NE Suite 2850 10 Atlanta, Georgia 30309 11 12 Sheandra R. Clark, Esq. Assistant General Counsel. 13 DELTA AIR LINES, INC. Department 981. 14 P.O. Box 20574. Atlanta, Georgia 30320. 15 16 ALSO PRESENT: 17 Ms. Quaniah Stevenson 18 19 20 21 22 23 24 25</p>	<p>1 Plaintiff's Exhibit 9140 E-mails 2 Plaintiff's Exhibit 10161 3 Audit Update 4 Plaintiff's Exhibit 11162 Pass Protection Group - Audit Details and Roles 5 and Responsibilities, March 2014 Audit 6 Plaintiff's Exhibit 12171 November 3, 2014 Pass Protection Group Audit 7 Plaintiff's Exhibit 13173 8 Equifax TALX UCM Services 9 Plaintiff's Exhibit 14174 Georgia Department of Labor Claims Examiner's 10 Determination 11 Plaintiff's Exhibit 15175 Social media 12 Plaintiff's Exhibit 16176 13 Social media posts 14 DEFENDANT'S EXHIBIT INDEX 15 Defendant's Exhibit 1179 16 Topics Discussed with Employee 17 Defendant's Exhibit 2180 Delta Memo 18 19 20 21 22 23 24 25</p>

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<p style="text-align: right;">Page 101</p> <p>1 Q. If you could turn to the page labeled 2 000408.</p> <p>3 A. Okay.</p> <p>4 Q. It is stated that Quaniah was not 5 truthful and forthcoming. Do you see that 6 statement?</p> <p>7 A. I do.</p> <p>8 Q. What was Ms. Stevenson not truthful and 9 forthcoming about?</p> <p>10 A. Her current companion, Mr. Dais, and she 11 was not able to verify all of the pass travel for 12 him.</p> <p>13 Q. What about Ms. Stevenson's current 14 companion was she not being truthful and 15 forthcoming about?</p> <p>16 A. Let me go through this really quickly, 17 and I will point out.</p> <p>18 We asked a series of different questions 19 during the investigation, and she initially said 20 that they had traveled to Los Angeles together for 21 a funeral, and then she said, when we told her our 22 records don't show that they traveled together 23 since he had been added, when asked the purpose of 24 Jovan's travel to L.A., she said that his children 25 live there, and they both have family members who</p>	<p style="text-align: right;">Page 103</p> <p>1 MS. THORPE: If someone disputes facts, 2 one person has one version of facts, and 3 someone else has another version, that's a 4 disputed fact. That's not a legal 5 conclusion. That's not anything having to do 6 with the law.</p> <p>7 MR. STONE: Ask the question again.</p> <p>8 THE COURT REPORTER: "If Ms. Stevenson 9 disputes that -- if Ms. Stevenson stated that 10 she never said to Delta's investigative team 11 there that she traveled with Mr. Dais, then 12 that would be a factual dispute between Ms. 13 Stevenson and Delta; correct?"</p> <p>14 MR. STONE: You can answer.</p> <p>15 THE WITNESS: The three people that 16 heard her say that had no reason to suggest 17 she said it when she didn't. Three people in 18 the room heard her say it.</p> <p>19 MS. THORPE: Objection, nonresponsive.</p> <p>20 MR. STONE: Actually, it was perfectly 21 responsive.</p> <p>22 MS. THORPE: No, it doesn't answer my 23 question. Could you repeat the question, 24 please?</p> <p>25 THE COURT REPORTER: "If Ms. Stevenson</p>
<p style="text-align: right;">Page 102</p> <p>1 A. lived in L.A.</p> <p>2 Let me continue to clarify.</p> <p>3 So we gave her specific dates that he 4 was traveling to L.A., and she was not traveling 5 with him on any of those dates. When the HR 6 manager said to Quaniah that she mentioned that 7 they traveled together, and that they did travel 8 together in April, Quaniah said that they have 9 traveled together, but not for the funeral.</p> <p>10 When asked, again, why they had traveled 11 together, Quaniah said that they traveled together 12 before in the past.</p> <p>13 So she changed her story several times 14 during that investigation.</p> <p>15 Q. If Ms. Stevenson disputes that -- if 16 Ms. Stevenson stated that she never said to 17 Delta's investigative team there that she traveled 18 with Mr. Dais, then that would be a factual 19 dispute between Ms. Stevenson and Delta; correct?</p> <p>20 MR. STONE: Object to form, calls for a 21 legal conclusion.</p> <p>22 MS. THORPE: That's not a legal 23 conclusion.</p> <p>24 MR. STONE: For purposes of summary 25 judgment.</p>	<p style="text-align: right;">Page 104</p> <p>1 disputes that -- if Ms. Stevenson stated that 2 she never said to Delta's investigative team 3 there that she traveled with Mr. Dais, then 4 that would be a factual dispute between Ms. 5 Stevenson and Delta; correct?"</p> <p>6 THE WITNESS: That would mean that the 7 three people that said she did, that heard 8 she did, and her have a difference of 9 opinion.</p> <p>10 BY MS. THORPE:</p> <p>11 Q. The fact that someone is not able to 12 verify every single place that a companion has 13 traveled on their travel benefits, would that 14 suggest they're being untruthful or not 15 forthcoming?</p> <p>16 A. It could be, but it also suggests a loss 17 of control.</p> <p>18 Q. A loss of control is different from 19 being -- not being truthful and forthcoming.</p> <p>20 A. It could be one and the same. If I've 21 lost control, because I have either given you my 22 password, you broke your flights on your own 23 through our automated line or some other way, then 24 I also would not know where you're traveling. It 25 could be both, and they could be completely</p>

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<p style="text-align: right;">Page 157</p> <p>1 companion or buddy?</p> <p>2 A. I'm with you. Thank you. It appears as 3 though the first time he traveled was in 2007, 4 December of 2007, and these go through until June 5 of 2015, and again, sometimes traveling on a buddy 6 pass, sometimes traveling as a companion.</p> <p>7 Q. You may have made reference to it 8 earlier, but what is the difference?</p> <p>9 A. The companion pass rider has an 10 unlimited amount of travel. The employee -- and 11 they travel at a higher priority than a buddy pass 12 rider. It simply means they get on the airplane 13 faster than a buddy pass person would, and again, 14 they can go -- there's not a limit to that. The 15 buddy pass is one buddy pass, one trip.</p> <p>16 Q. Does a travel companion pay for his or 17 her ticket?</p> <p>18 A. There is a fee. It's a zone fair, if 19 you will, from point A to point B, depending on 20 what point A is and what point B. It's a small 21 fee.</p> <p>22 Q. For the buddy pass, are those paid-for 23 fairs as well?</p> <p>24 A. They are. It's still a fee. It is a 25 little bit higher than the companion fee, but it</p>	<p style="text-align: right;">Page 159</p> <p>1 means?</p> <p>2 A. I don't.</p> <p>3 Q. What don't you understand about what 4 that term means?</p> <p>5 A. You're asking if there was a 6 considerable delay in reviewing her pass travel. 7 She was pulled up, along with others, for an 8 audit. That's why we looked at the pass travel. 9 That's what that was part of, so if he was 10 traveling for business prior to that, and she got 11 lucky enough not to get caught by somebody or 12 turned in, then that's what happened. This is an 13 audit, though.</p> <p>14 Q. Are you saying that Delta only looked at 15 Mr. Dais' travel for a particular period of time?</p> <p>16 A. We had parameters for audit, and she and 17 pass riders of hers fell within those parameters.</p> <p>18 Q. What were those parameters?</p> <p>19 A. I don't want to misstate the parameters. 20 They're outlined in one of our documents that 21 states kind of date and time, but I believe we 22 looked at pass travel folks that had numerous 23 segments between 2013, I believe, to the current 24 when we started the audit, and folks that had been 25 traveling on somebody else's buddy passes or</p>
<p style="text-align: right;">Page 158</p> <p>1 does not guarantee a seat on the plane. It's just 2 the fees, taxes.</p> <p>3 Q. The travel companion does guarantee a 4 seat.</p> <p>5 A. No, neither.</p> <p>6 Q. Is it Delta's contention that Mr. Dais 7 has been traveling for business since December 4, 8 2007 or December 2007?</p> <p>9 A. I don't know if I can tell you that 10 since 2007 he's been traveling for business or 11 not.</p> <p>12 Q. As we mentioned, the real travel in 13 question was the June 6 travel; correct?</p> <p>14 A. The audit looked to the specific period 15 of time too, so that was kind of encompassed 16 within that audit, but yeah, the June 6th date was 17 a concern.</p> <p>18 Q. You would agree that since Mr. Dais has 19 been traveling since December 2007, there has been 20 a considerable delay in addressing his travel 21 patterns; correct?</p> <p>22 MR. STONE: Object to form. I don't 23 know what considerable delay means.</p> <p>24 BY MS. THORPE:</p> <p>25 Q. Do you know what considerable delay</p>	<p style="text-align: right;">Page 160</p> <p>1 companion passes, at least five or more employees' 2 passes.</p> <p>3 Q. You said, "Pass travel segments." What 4 are segments?</p> <p>5 A. Every trip that you take is a segment, 6 so each one-way trip is one segment.</p> <p>7 Q. Referring to Plaintiff's Exhibit 5, 8 there are various reports in here. As you said, 9 some are buddy passes, and some are companion 10 passes.</p> <p>11 A. Yes.</p> <p>12 Q. How do you know which is which?</p> <p>13 A. When you look here on top of this page, 14 the page number is 000532. It says, "Passenger 15 flight leg report, August 1, 2007 through 8 16 November 2017, PPR, which is her employee number 17 that's related to her, and dash 3 is the code for 18 what this person is listed in her personal pass 19 travel, so a parent, a child, a companion, a 20 spouse, a domestic partner, all of those people 21 have their own personal number, so we know whose 22 traveling, and that number is only given to a 23 companion or somebody in your PPR, so it gives the 24 name here of our primary pass rider, which is 25 Quaniah Stevenson, the employee, and the passenger</p>

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<p style="text-align: right;">Page 165</p> <p>1 BY MS. THORPE:</p> <p>2 Q. Read the bullet point, and explain to me</p> <p>3 what that is.</p> <p>4 A. "Partner with leader to prepare PD</p> <p>5 letter and ensure verbiage is accurate, and the</p> <p>6 infraction loss of control, travel suspension and</p> <p>7 dates of travel suspensions are addressed in all</p> <p>8 letters for PPR and buddies."</p> <p>9 So what this is saying is when the PPG</p> <p>10 group writes the investigation summary, they send</p> <p>11 it to anybody that was in the room, the leader,</p> <p>12 and the HR person that was in the room, and asks</p> <p>13 them to review and ensure the facts are what they</p> <p>14 have and what they remember as well as what the</p> <p>15 PPG person had written down and remembered, so</p> <p>16 that's in relation to the verbiage.</p> <p>17 The infraction, for example, loss of</p> <p>18 control, that's not obviously, the only infraction</p> <p>19 that could be, but the travel suspension and dates</p> <p>20 of travel suspension are addressed in all letters,</p> <p>21 so any letter that the employee would be given, if</p> <p>22 it was a PD letter, it would spell out what the</p> <p>23 infraction was, the date the letter applies, and</p> <p>24 the amount of time, including from X date to X</p> <p>25 date of the suspension would be in effect.</p>	<p style="text-align: right;">Page 167</p> <p>1 MR. STONE: I'm going to object to form.</p> <p>2 You used the phrase, "Over the years."</p> <p>3 MS. THORPE: Well, I mean, I can</p> <p>4 introduce all the other --</p> <p>5 MR. STONE: We can compare -- they</p> <p>6 probably speak for themselves, Charlena, but</p> <p>7 we can compare the various definitions if you</p> <p>8 want. I will tell you -- well, she can</p> <p>9 answer your question.</p> <p>10 BY MS. THORPE:</p> <p>11 Q. Would your answer regarding Delta pass</p> <p>12 travel policy with respect to the business travel</p> <p>13 set forth in Delta's pass travel policy change if</p> <p>14 we looked at other documents?</p> <p>15 MR. STONE: Same objection.</p> <p>16 THE WITNESS: I don't know that -- it's</p> <p>17 completely different in other documents. It</p> <p>18 could be more detailed in other documents,</p> <p>19 but the pass policy is the pass policy. It</p> <p>20 has not changed dramatically at all. If</p> <p>21 we've made tweaks or edits, or like I said,</p> <p>22 in The Way We Fly, it may outline more than</p> <p>23 what it outlines here.</p> <p>24 BY MS. THORPE:</p> <p>25 Q. How did Quaniah's travel benefits use</p>
<p style="text-align: right;">Page 166</p> <p>1 Q. It says in all letters. Does it specify</p> <p>2 what type of letter? You mentioned all letters to</p> <p>3 employees, but could it be internal letters as</p> <p>4 well?</p> <p>5 A. That would be a performance development</p> <p>6 letter, so if an employee was not terminated, they</p> <p>7 would be given a performance development letter,</p> <p>8 and the point of this is make sure they understand</p> <p>9 how long the travel suspension is in play and why</p> <p>10 they're being given a letter.</p> <p>11 Q. What does PD stand for?</p> <p>12 A. Performance development.</p> <p>13 MS. THORPE: Let's have a five-minute</p> <p>14 break or so. I want to wrap up and make sure</p> <p>15 there are no other questions.</p> <p>16 (OFF THE RECORD AT 4:20 PM)</p> <p>17 (BEGAN AT 4:36 PM)</p> <p>18 BY MS. THORPE:</p> <p>19 Q. I previously presented to you what was</p> <p>20 marked as Plaintiff's Exhibit 3, Delta's pass</p> <p>21 travel policy; however, Delta produced several</p> <p>22 different versions of that to me. I wanted to ask</p> <p>23 you based on the policy set forth in there, are</p> <p>24 there any changes over the years, particularly</p> <p>25 related to the definitions of business travel?</p>	<p style="text-align: right;">Page 168</p> <p>1 come under scrutiny in the first place?</p> <p>2 A. Can I look at the Exhibit 6 again, the</p> <p>3 investigation summary?</p> <p>4 Q. Sure.</p> <p>5 A. Thank you. Her travel was being reviewed</p> <p>6 for a number of different reasons, but she shared</p> <p>7 a buddy pass rider with several other Delta</p> <p>8 employees, so that particular buddy pass rider,</p> <p>9 Vendell Bailey, was shared by numerous different</p> <p>10 employees in different stations.</p> <p>11 Q. You said for other reasons as well. In</p> <p>12 addition to Vendell Bailey, there were other</p> <p>13 reasons her travel benefit use was being</p> <p>14 investigated.</p> <p>15 A. When it started, the reason she did come</p> <p>16 up on the travel was the shared buddy pass rider,</p> <p>17 Vendell Bailey.</p> <p>18 Q. There was an investigation done with</p> <p>19 respect to Vendell Bailey, and others that had</p> <p>20 allowed him to use their travel benefits.</p> <p>21 A. Anybody that had Vendell Bailey on their</p> <p>22 privileges was talked to, yes.</p> <p>23 Q. Do you know who those people were?</p> <p>24 A. It outlines them here: Ernest Adams,</p> <p>25 Brady Nicholson, Candice Dubois, and Sirdarius</p>